

We are listening: Your feedback is valuable to us

Family Planning Victoria - Box Hill Clinic Feedback*

Item	Family Planning Victoria	Industry Standard
Interpersonal skills of clinical staff	93%	77%
Provision of information	90%	70%
Communication and interpersonal skills of admin staff	83%	79%
Privacy and confidentiality	83%	74%
Continuity of care	73%	66%
Access and availability	52%	50%

91% * of clients are either very likely or extremely likely to recommend our practice to family and friends.

CLIENT FEEDBACK

What was the best thing about your experience with this practice?

- "The time taken to make sure I understood what would happen and was comfortable".
- "Sincerely caring about your wellbeing and not rushing procedures".
- "I appreciated the simple language used".
- "Very easy to talk to and helped me not feel as anxious or stressed".
- "All the staff are caring and respectful, they genuinely care about my physical health".

93% * of clients believed that the interpersonal skill of our staff was outstanding, awarding us 5/5.

How could the practice improve the quality of care they provide to you?

- "More flexibility with appointments for urgent matters".
- "More appointments available for IUD clients".
- "Sometimes it can be hard to get an appointment".

48% * of clients told us that our access and availability of appointments could be improved. As a result, we have increased staffing and made more appointments available, to help support you better.

Based on the valuable feedback from our clients, we have improved our services by;

- Providing additional training and support for our administration staff.
- Improved appointment availability, including an additional doctor on one day a week in addition to a dedicated allocation for urgent appointments.
- Made more IUD appointments available.
- Made our privacy policy available within the clinics for clients to read and review.

Thank you to all our clients who were generous with their time and provided feedback.

**We welcome all feedback so we can continue to improve our service for you.
To provide feedback about our staff and services please email feedback@fpv.org.au**

Source: InSynch, Voice of Patient Survey, 19 Jul 2017 – 18 Dec 2020

